BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED
(Wholly owned by Government of Karnataka Undertaking)
(CIN-U04010KA2002SGC030438)

E-Mail: cgmca@bescom.co.in
No: BESCOM/BC-26/F-2405/2024-25/1580-83
Encl:

O/o Chief General Manager (EL.,)
Corporate Affairs
Corporate Office, K.R. Circle,
Bengaluru– 560 001.
Dt: 21 SEP 2024

Sub: Constitution of Consumer Grievance Redressal Forum at the Company Level

Ref:
1. Notification No: D/02/03, Dated: 12.05.2004 issued by KERC
2. BESCOM Order No: BESCOM/BC-19/601/2004-05/CYS-158, Dated: 28.01.2005
3. Notification No: D/37/13, Dated:10.05.2013 issued by KERC
4. BESCOM Order No: BESCOM/BC-26/F-2405/2009-10, Dated:20.06.2013
5. Notification of Electricity (Rights of Consumers) Rules, 2020 dated:31.12.2020 issued by MoP.

Preamble:

As per the KERC notification and BESCOM orders referred under references 1to 4 the Consumer Grievance Redressal Forum (CGRF) was formed in 8 revenue districts of BESCOM jurisdiction namely Bangalore Urban, Bangalore Rural, Ramanagara, Kolar, Chikkaballapura, Tumkur, Davanegere and Chitradurga.

As per the Notification issued by Ministry of Power under reference -5 provides that every distribution licensee shall establish Consumer Grievance Redressal Forum (CGRF) under sub-section (5) of section 42 of the act licensees have to cater the needs of the consumer at company level also.

The Forum shall consist of the members with the following description.

1. The forum shall be headed by an officer of the licenses of appropriate seniority.
2. One member shall be an employee of the Distribution Licensee.
3. One member shall be representative of the registered prosumer.
4. One member shall be nominated by the commission who is familiar with the consumer affairs (Representative of Consumer).

Complainants who are not satisfied with the orders of the district level CGRF may approach the **CGRF constituted at the Company level** to resolve the grievances.

This forum may be assigned different types of grievances depending upon the nature of the grievance and the level at which it can be best resolved in accordance with guidelines of MoP, a Forum called **" Consumer Grievance Redressal Forum -Company level"** has to be constituted in BESCOM and hence this

Officical Memorandum

BESCOM No:BESCOM/BC-26/F-2405/2024-25/1580-83 dated: 21.9.24

Approval is hereby accorded for establishing a forum to be called as **'Consumer Grievance Redressal Forum -Company level'** consisting of the following members.

1. Chief General Manager (Corporate Affairs) -Chairperson
2. General Manager (Revenue) -Member
3. Representative of Prosumer -Member
4. Any Independent member nominated by Hon'ble Commission (Representative of Consumer). -Member
5. General Manager (Customer Relations) -Convenor

The Head Quarters of the forum will be at Corporate Office, BESCOM, K.R Circle, Bangalore. The Forum will function in accordance with the principles and procedures to be laid down to due course by Hon'ble Karnataka Electricity Regulatory Commission.

21/9/24

Chief General Manager (Ele.)
Corporate Affairs, BESCOM

Copy submitted for kind information to:

1. Karnataka Electricity Regulatory Commission, No-16, Miller Bed area, Vasanthanagara, Bangkwe 560052
2. The Electricity Ombudsman, Karnataka Electricity Regulatory Commission, No 16 C-1, Miller Tank Bed Area, (Behind Jain Hospital), Vasanthanagara, Bengaluru-560 052.
3. REC Limited Regional Office, Bengaluru

Copy to:

1. Under Secretaries to Government, Energy Department, Government of Karnataka
2. General Manager (Revenue) and General Manager (CR), Corporate office, BESCOM, Bengaluru-01
3. All Chairpersons of CGRF BESCOM Revenue district and Superintendent Engineer (Ele.) O&M Circles, BESCOM.